

# LunchPrepay.com Parent User Manual



*Education Management Systems, Inc.*

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[www.mealsplus.com](http://www.mealsplus.com) or (800) 541-8999

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## 1.0 Welcome to LunchPrepay.com

### 1.1 Welcome



## 1.2 New User

To set up a new user account, click on **New User** at the top left of the [www.LunchPrepay.com](http://www.LunchPrepay.com) **Welcome** page.

### Registration

Thank you for registering with LunchPrepay.com.

LunchPrepay offers great convenience and the following benefits:

- **You get quick and easy access to your student's meal account 24 hours a day, seven days a week.**
- **The ability to pay for multiple students' accounts with one single payment.**
- **The ability to look-up your students' account balance, any time, any place the internet is available.**
- **The ability to see 90 calendar days of purchases and payments.**
- **Automated notification, via e-mail, when your student's account balance falls below an amount you have set.**
- **Peace of mind, knowing that the money is being used for good nutrition.**

The LunchPrepay.com website will guide you through the easy steps of registration. Please make sure you have acquired the following information before beginning.

- Verify that your school district is participating in LunchPrepay.com. If you are unsure click on [Participating Schools](#) to find your school district.
- You must know your student's Identification Number. If you do not know your student's identification number, you will need to contact your school district for this information.

**This is an advertisement and commercial free site: no banners, no pop ups and no sharing of e-mails. There may be an registration fee; the amount of this fee will depend on the contracted arrangements between us and your school district. If you choose to make an online payment there may be a processing fee added to the payment made.**

[Start Registration](#)



- Click **Start Registration**. The **Create New User** page appears.

**Create New User**

Begin by selecting a participating state where your child is currently enrolled:

State:

District:

User Name:  E-mail:

Password:  Confirm Password:

Phone:

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First Name:  Last Name:

Address1:  Address2:

City:  State/Zip:

---

User Type: ☒ Premium ☐ Basic

Features	Premium	Basic
Meal History	✓	✗
View Balances	✓	✗
Low Balance Notification	✓	✗
Online Payment	✓	✓
Registration Fee	\$10.00	Free
Transaction Fee	\$1.95	\$1.95

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☒ I have read and I abide by the rules and regulations stated in the [Terms of Use](#) and [Privacy Policy](#). Registration fees are non-refundable.

- Select a state from the **State** dropdown list.
- Select the school district where the students are enrolled from the **District** dropdown list.
  - Once the district is selected, the chart showing fees for that district will display.
- Enter a user name for your LunchPrepay parent account in the **User Name** text field.
- Enter an email address in the **E-Mail** text field. This is required and will be used only for LunchPrepay correspondence.
- Create a password by entering it in the **Password** test field. A password is required for security. Re-enter the password in the **Confirm Password** text field to ensure the correct password has been created.

- Enter parent's name, address and phone number in the **Name, Address, Phone** text fields. This is the contact information in case we need to reach a parent and email is not available. First and Last name are required. Address and phone are requested but not required.
- Select **Premium** or **Basic** from the User **Type** field. The chart shows the features and costs.
  - Basic users can upgrade to Premium at any time.
- Check the **Terms of Use** box to agree to Terms of Use and Privacy Policy.
- Click **Register Me**. If an annual fee applies, the payment screen will appear. Enter the credit card information.

**Registration Payment**





This is the yearly registration fee to establish your account. **Student will not receive credit for this fee.** Please make sure you enter your credit card information as it appears on your card. Your address must match the mailing address the credit card company has on file for you otherwise your payment will not be authorized. **This fee is non-refundable.**

**Your Credit Card Information:**

First Name: (As it appears on Credit Card)	Last Name: (As it appears on Credit Card)	
<input type="text" value="Firstname"/>	<input type="text" value="Lastname"/>	
Address - Line 1:	Address - Line 2:	
<input type="text" value="Credit Card Billing Address"/>	<input type="text"/>	
City:	State/Province:	Zip:
<input type="text" value="City"/>	<input type="text" value="North Carolina"/>	<input type="text" value="12345"/>
Credit Card Number: <input checked="" type="checkbox"/> Save to Wallet?	Card Code <a href="#">What is this?</a>	
<input type="text" value="4111111111111111"/>	<input type="text" value="123"/>	
Card Expiration Month:	Card Expiration Year:	
<input type="text" value="01"/>	<input type="text" value="2010"/>	

☐ I have read and I abide by the rules and regulations stated in the [Terms of Use](#) and [Privacy Policy](#).

**\*\*Annual fee of \$ 10.00 will be charged to your credit card. There is no refund.\*\***

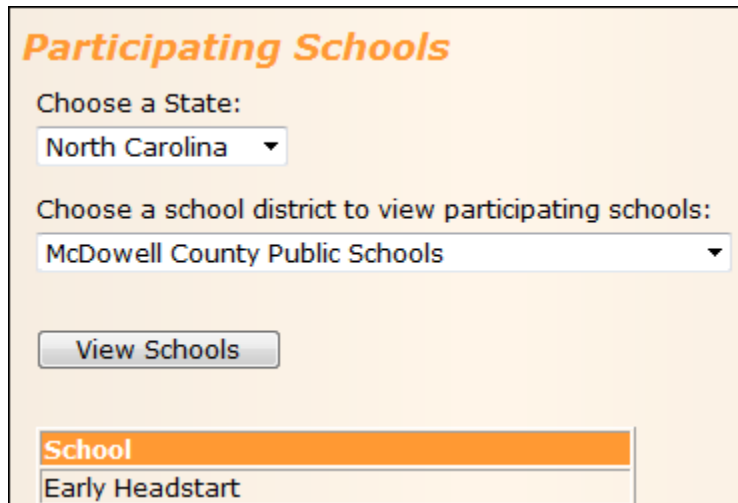





- The information you enter here must match the credit card's billing information.
- If **Save to Wallet** is checked, it will save your credit card information to Manage Wallet so the information will not need to be re-entered. (This feature is optional.)

- After the Registration is done, the next step is to **Add Students** under **Manage Students**.

### 1.3 Participating Schools

Participating Schools allows the user to verify that LunchPrePay is available for their child's school before registering.



The screenshot shows a web form titled "Participating Schools" in orange text. Below the title, there are two dropdown menus. The first is labeled "Choose a State:" and has "North Carolina" selected. The second is labeled "Choose a school district to view participating schools:" and has "McDowell County Public Schools" selected. Below these dropdowns is a button labeled "View Schools". At the bottom of the form, there is a table with one row. The table has a header row with the word "School" in orange text, and a data row with the text "Early Headstart".

- Select a state from the **Choose a State** dropdown list.
- Select a district from the **Choose a school district to view participation schools** dropdown list.
- Click **View Schools**.
- The participating schools will display.

### 1.4 Terms of Use

Terms of Use displays the terms and conditions set forth below that apply to your use of the LunchPrepay.com™ website, call center, payment service and related facilities.

- Please read for registering.

### 1.5 Privacy Policy

Education Management Systems, Inc. takes your privacy seriously. Please read this section to learn more about our privacy policy.

## 1.6 About Us

About Us provides a brief description of Educational Management Systems, as well as the company's vision.

### About Us

Education Management Systems is dedicated to providing quality software and services for the management of the K-12 Education environment. We provide cafeteria management software along with financial packages developed specifically to meet the needs of today's school administrators and business managers. We are totally committed to this environment, *and only it*, and will always strive to provide product updates that lead to the highest quality of software possible.

- Over 17 years of providing solutions
- Over 25 years of education experience
- Excellent support from our Help Desk staff

#### **Our Contact Information:**

Education Management Systems, Inc.  
4110 Shipyard Boulevard  
Wilmington NC 28403  
Email: [ContactUs@LunchPrepay.com](mailto:ContactUs@LunchPrepay.com)

## 1.7 Contact Us

If a logged-in user submits a message from Contact Us, an email will be sent directly to the District Administrator.

The email text will include the User Name and Student Names and Numbers.

### Contact Us

#### **Message will be sent to your District's Administrator**

Your Name:

Your E-mail:

Confirm E-mail:

Your Telephone:

#### Comments



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## 1.8 Help/FAQ

This information can also be viewed from the LunchPrepay website by clicking Help/FAQ.

### Frequently Asked Questions

#### What is my child's Student Number?

The **Student Number** is a unique number assigned by your school district office. (It is usually not the same as the 3 or 4-digit lunch number that is used in the cafeteria.) It is usually printed on report cards and correspondence that you receive from the school. Please contact your district office if you do not know what number to use.

#### Why are there fees for this service?

The fees cover the costs of maintaining the secure website and the fees that are charged to us for processing credit card payments. School districts usually do not have funds available for this type of expense.

Most websites use revenue from advertising and sales to maintain the website. There is no advertising on LunchPrepay.com, and we never sell your information to anyone, so fees are necessary to allow you the convenience of online payments.

Fees vary because some school districts may subsidize some of the costs for you.

#### What does the service cost?

The cost depends on the level of service (Premium or Basic) that you select and the school district that your students are in. When you select your school district during registration, it will show the fees that apply in that district. You will always be provided with the cost information before any payment is processed.

- For Premium membership, there is a one-time registration fee. This gives you access to your student's lunchroom balance and meal history, and offers e-mail notification when the account balance drops below a limit you have set. The fee varies per school district.
- With Basic membership, you can still make payments for meals and school fees online, but you will not be able to look up your student's balance or meal history, and you will not receive Low Balance notifications. The regular payment fees will apply but there is no registration fee. You can upgrade to premium service at any time if the service is available in your district.

When you make Payments, a percentage will be added to cover the cost of processing the credit card transaction. One online payment can be split among all of the students attached to your account, with no additional cost.

#### What does the processing fee cover?

The payment fee covers the fees that the credit card company charges for processing the transaction. In some areas, the fee is partially paid by the school district.

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**Do I have to pay a separate registration fee for each student?**

No, one registration fee covers all the students in your family who attend school in the same district.

**What does the registration fee include?**

The registration fee gives you access to your student's lunchroom balance and meal history, and offers e-mail notification when the account balance drops below a limit you have set. It includes all the students in your family who attend school in the same district.

**How long from the time I register as a New User can I make a lunch payment?**

This process usually takes less than a day. Students must be verified before we can accept payments. This can usually be done instantly; however, in some cases it can take up to 24 hours. Once this process has completed, you can make payments directly to your student's account from [www.LunchPrepay.com](http://www.LunchPrepay.com).

**Why is the verification process necessary for lunch payments?**

This is how we make sure that your payment is credited to the correct student's cafeteria account. We check for a match on the student's last and first name, school, and student Number. This can usually be done instantly; however, in some cases it may take up to 24 hours. Once a student has been verified, lunch payments are processed by a service that runs automatically throughout the day. Verification is not required for School Fees because they are handled individually at the district or school level.

- If it has been more than 24 hours, please contact your school district office and ask for the Student Nutrition Department. They will be able to assist you.

**How long does it take for the payment to show at my student's school?**

Generally, all lunch payments are applied within 24 hours.

**How do I know it is safe to enter my credit card information on [www.LunchPrepay.com](http://www.LunchPrepay.com)?**

LunchPrepay.com has 128 Bit Encryption provided by Thawte. Thawte is the most trusted name in online shopping. All information submitted is protected by our secure server, which automatically encrypts your personal information so that it cannot be read while traveling over the Internet.

**What do I do if I do not see all my students listed on the payment screen?**

If all the students you have entered do not show up on the payment screen, it is possible the information you supplied could have been typed incorrectly. Please go to the **Manage Student** page and check the student's first and last name, school, and Student Number. Correct any errors and save your changes. This student's account will be available as soon it is verified with the school's information.

**Why do I not see my district's name listed under Participating Schools?**

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If your district's name is not listed under the **Participating Schools** page, then they have not signed up with Education Management Systems, Inc. to participate in LunchPrepay.com. Please encourage them to contact us.

**What if my student's school is not listed?**

If your student's school is not listed in the dropdown box you will need to check with your school district directly. They will be able to tell you if the school will be added to our program.

**How do I set up a low balance notification?**

Go to **Manage Profile** and enter the Low Balance amount. Check **Send Notifications**. You will receive an e-mail when the balance drops below the amount you set. (You must have Premium service to use this feature.)

**How do I find out what my student has been buying for lunch?**

On your home page, click on **Meal History** next to the student's name. (You must have premium service to use this feature.)

**How do I pay School Fees using LunchPrepay.com?**

Log in to your LunchPrepay user account. It can be either **Premium** or **Basic**. You do not need to have any verified students to pay school fees. Click on School Fees to view a list of the items that can be paid online in your school district.

- Click **Add** to add an item to your shopping cart. You can enter multiple quantities if desired.
- Click **View Cart** to view the list of items. From the Shopping Cart you can attach student names to items.
- Click **Make Payment** to process your payment.

The school will be notified that the payment has been made. It will not be applied to your child's cafeteria account.

**What if I forget my user name or password?**

Click on **Forgot Login Info?** on the Login screen. Send us your registered e-mail address and we will send you a return e-mail with your information.

**What if I can't remember what e-mail address I used or it is no longer available?**

Contact your school district administrator and they will assist you.

**During the summer, why does my student's account show up as Not Verified?**

Over the summer months, the link between our website, LunchPrePay.com, and the school's cafeteria server is down. Most schools are out for summer break and the cafeteria staff and teachers have the summer off. We take this opportunity to update the website and add features.

Usually about a week before school starts, the cafeteria staff returns to work and LunchPrepay.com reconnects to the cafeteria servers.

- When this happens, you will need to login to your account, go to **Manage Students** and update your student's school. At that point your students will automatically be re-verified, as long as the Student Number still matches your district's records.
- If your student's **Student Number** changed over the summer, please go to the **Manage Students** page and update the **Student Number** and school accordingly.

**I know that my student should have meal history or money in their account, so why does the balance show N/A?**

There are a couple of reasons that LunchPrePay.com displays balance as **N/A**. The most likely reason is the link between our website and the school's cafeteria server was broken during a nightly upload. When this occurs, we display **N/A** to avoid showing inaccurate information or because no information is available.

**What if I am currently using LunchPrepay.com and am transferring to/from another district that also uses LunchPrepay.com?**

- Please send an email to [ContactUs@LunchPrepay.com](mailto:ContactUs@LunchPrepay.com), requesting your school district to be changed. Please provide your username and email address when contacting us. The change will be made within 24 hours. ***PLEASE NOTE: THIS IS NOT THE SAME AS CLICKING ON CONTACT US ON THE WEBSITE.***
  - Any money left in your student's account cannot be transferred between districts. You must withdraw any outstanding balance from the school cafeteria you are leaving. Contact your student's cafeteria for more information.

**I have a question about one of the charges on my student's account. How do I dispute it?**

If you suspect a cashier error or wonder if another student may be "borrowing" your student's account number, please contact your school district directly.

**I'm getting some sort of error while trying to make a payment. What do I do?**

It's possible that your credit card information that you've entered on the website does not match the information on file with your credit card company. Delete and re-enter your credit card information, paying particular attention to your address and name. If that does not work, send an email to [ContactUs@LunchPrepay.com](mailto:ContactUs@LunchPrepay.com). ***PLEASE NOTE: THIS IS NOT THE SAME AS CLICKING ON CONTACT US ON THE WEBSITE.***

**If I make payments in the cafeteria, will they appear on LunchPrepay.com?**

When you view **Payment History**, the page only displays the payments made through our website. Any payments made in the cafeteria will be shown on the **Meal History** page for each student.

**Why do I sometimes get an error while making a payment, and then find a charge on my credit card anyway?**

All credit cards are processed through a third-party service that verifies all the credit card information and payment amount. The service verifies that your name, address, card number, and card code match exactly to what your credit card company has on file. If there is a mismatch, the service sends a message to us that the charge failed.

Depending on your credit card company's policy the payment amount may still show as a Pending or a Temporary Hold against your account. Again, depending on your credit card company's policy, it may take a day or two for the temporary hold to be removed. Please note that LunchPrepay.com has no control over this process.

## 1.9 Nutritional Information

Nutritional Information provides links to nutritional resources.

### **Nutrition Information**

Below is a list of school nutrition related websites.

[School Nutrition Association](#)

[National School Lunch Program](#)

[Food and Nutrition Service](#)

[American Dietetic Association](#)

[Children's Nutrition Research Center](#)





## 1.10 Find us on Facebook

This provides instructions for accessing LunchPrePay.com on Facebook,

**Find us on Facebook**

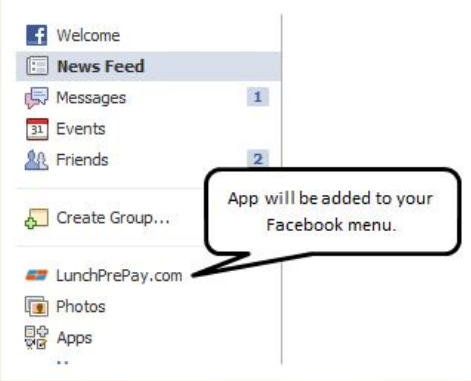
**Access LunchPrepay.com on Facebook**

View meal history and make lunch payments from your Facebook page!

Click the following link to access the application. The link will open in a new window. If you are not signed-in to Facebook you will be redirected to the Facebook login page.

<http://apps.facebook.com/lunchprepay/>

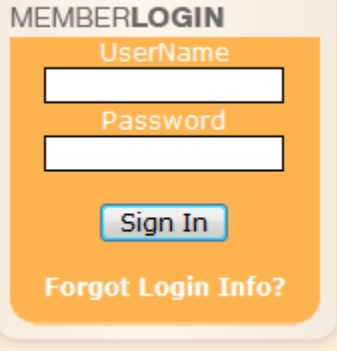
After you allow permission to the application a link will be available on your Facebook homepage.



The screenshot shows a Facebook interface with a sidebar menu. The 'Apps' section is highlighted, and a callout bubble points to the 'LunchPrePay.com' app icon, stating 'App will be added to your Facebook menu.' The sidebar also shows 'Welcome', 'News Feed', 'Messages', 'Events', 'Friends', 'Create Group...', 'Photos', and 'Apps'.

## 1.11 LunchPrePay.com Website

- Enter your district-level User Name and Password and click **Sign In**.
  - If you do not know your district-level User Name or password, please contact *Meals Plus* support.
  - If you are logged in as a district-level user, you can add or delete users under **Manage District: Manage District Logins**.



The screenshot shows a login form titled 'MEMBERLOGIN'. It has two input fields: 'UserName' and 'Password'. Below the fields is a 'Sign In' button. At the bottom of the form is a link that says 'Forgot Login Info?'.


## 2.0 Parent Functions

### 2.1 Parent's Home Page

**PARENTFUNCTIONS**  

- Home
- Make Payment
- Recurring Payments
- Manage Profile
- Manage Wallet
- Manage Students
- School Fees
- Payment History
- District Menu

- About Us
- Contact Us
- Help/Faq
- Nutritional Information
- Find us on Facebook



### Home


New Hanover County Schools (910.254.4299)

Student Name	Balance	Last LPP Payment	Meal History	Verified
CAMDEN Stohl	\$13.10		<a href="#">Meal History</a>	✓

**School Fees!!**  
LunchPrepay.com now offers payment processing for student school fees. Click [here](#) to begin shopping.

There are currently 0 School Fees available for purchase from New Hanover County Schools.


Shopping Cart

 [Empty]

[View Cart](#)

**System Notes & Messages**  
Access [LunchPrepay.com on Facebook](#)  
View meal history and make lunch payments from your Facebook page

[Try it now!](#)



Find us on Facebook

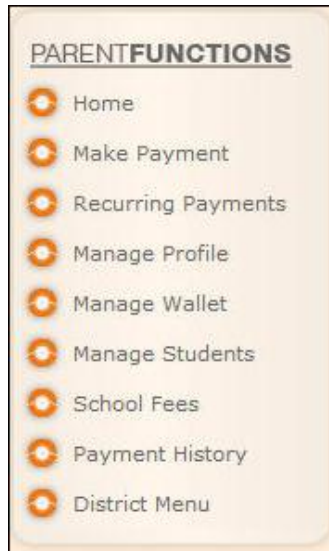
**LunchPrepay.com Payments**  
Payments can only be made to "Verified" student accounts. Students with "Invalid Stu#" status were not successfully verified at the school database. Please review that student's account and make sure the information was entered correctly. If you need to change a student number go to [Manage Students](#) page, delete that student and re-enter their information.

**E-Mail Notifications**  
If you are not receiving our low balance notifications it could be because of the spam blocker utilized by your ISP. Please make sure that you add the following two addresses to your SPAM Filter in order to allow email notifications from [www.LunchPrepay.com](http://www.LunchPrepay.com).

- NoReply@lunchprepay.com
- ContactUs@lunchprepay.com

## 2.2 Parent Functions

On the left side of the Parent's Home Page, there is a list of all the Parent Functions to navigate the site.



- Click any link to go to that page.

## 2.3 Student Information

The page will display a list of all their students, along with a green check if the student is verified.

- The last LunchPrepay Payment that was made for each student will display.
- **Premium** users will also see each student's **Balance** from *Point of Sale*, and a button for looking up **Meal History**.

Student Name	Balance	Last LPP Payment	Meal History	Verified
Jessica Randolph	\$12.10	\$10.00 On 01/30/2008	<a href="#">Meal History</a>	✓
Jason Randolph	\$9.85	\$10.00 On 01/30/2008	<a href="#">Meal History</a>	✓
Jeremy Randolph			NOT VERIFIED	✗

- Click on Meal History to display a list of all the transactions for that student.

Meal History for Jessica Randolph					
Date	Description	Price	Qty.	Balance	Voided
01/23/2008	LUNCH PIZZA	\$1.95	1	\$12.10	
01/22/2008	LUNCH PIZZA	\$1.95	1	\$14.05	
01/22/2008	SANDWICH	\$1.60	1	\$14.05	
01/18/2008	LUNCH SALAD BAR	\$1.95	1	\$17.60	
01/17/2008	LUNCH PIZZA	\$1.95	1	\$19.55	
01/15/2008	LUNCH PIZZA	\$1.95	1	\$21.50	
01/14/2008	NET PAYMENT	\$20.00	1	\$23.45	
01/14/2008	LUNCH SALAD BAR	\$1.95	1	\$3.45	

- A student must be *verified* before lunch payments can be made. If a student is **Not Verified**, a **Meal History** link will not display.
  - Click the student's name (in blue) to go to the **Manage Students** page.
  - Make any corrections needed for the student to be verified. (Please see **Verifying Students**.)


## 2.4 School Fees

This section displays what school fees are applicable for the student's school and allows the parent to link to the School Fees page.

**School Fees!!**

LunchPrepay.com now offers payment processing for student school fees. Click [here](#) to begin shopping.

There are currently **0** School Fees available for purchase from New Hanover County Schools.

**Shopping Cart**  
 [Empty]  
[View Cart](#)


## 2.5 System Notes and Messages

This section displays information on accessing LunchPrepay on Facebook and verification of students. It also displays an email notifications that the parent may have.

**System Notes & Messages**

*Access LunchPrepay.com on Facebook*  
View meal history and make lunch payments from your Facebook page

[Try it now!](#)

 Find us on Facebook

*LunchPrepay.com Payments*  
Payments can only be made to "Verified" student accounts. Students with "Invalid Stu#" status were not successfully verified at the school database. Please review that student's account and make sure the information was entered correctly. If you need to change a student number go to [Manage Students](#) page, delete that student and re-enter their information.

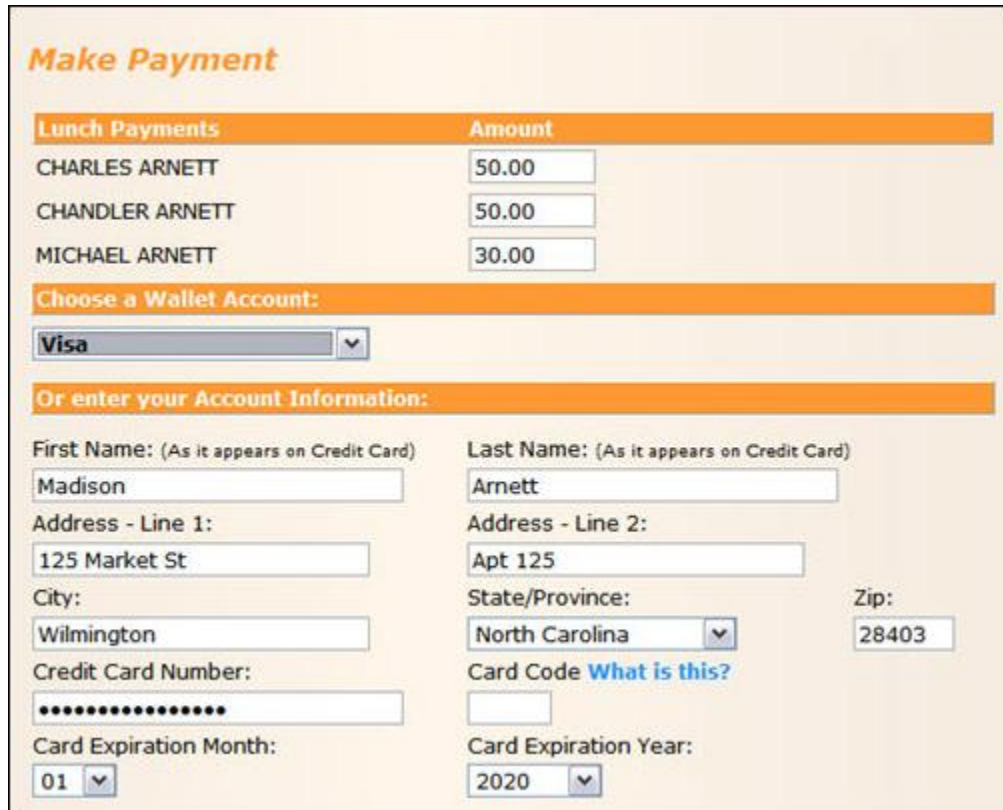
*E-Mail Notifications*  
If you are not receiving our low balance notifications it could be because of the spam blocker utilized by your ISP. Please make sure that you add the following two addresses to your SPAM Filter in order to allow email notifications from [www.LunchPrepay.com](http://www.LunchPrepay.com).

- NoReply@lunchprepay.com
- ContactUs@lunchprepay.com



## 2.6 Make Payment

**Make Payment** is where both **lunch payments** and **school fee payments** are made.



**Make Payment**

Lunch Payments	Amount
CHARLES ARNETT	50.00
CHANDLER ARNETT	50.00
MICHAEL ARNETT	30.00

**Choose a Wallet Account:**

Visa

**Or enter your Account Information:**

First Name: (As it appears on Credit Card) Madison

Last Name: (As it appears on Credit Card) Arnett

Address - Line 1: 125 Market St

Address - Line 2: Apt 125

City: Wilmington

State/Province: North Carolina

Zip: 28403

Credit Card Number: .....

Card Code [What is this?](#)

Card Expiration Month: 01

Card Expiration Year: 2020

### LUNCH PAYMENTS

- To make a lunch payment, enter the payment amount for each student at the top of the screen. (Only verified students will show here.)

### CHOOSE A WALLET ACCOUNT

- If you select a **Wallet Account**, it will automatically fill in the information that was created in **Manage Wallet**.

### OR ENTER YOUR ACCOUNT INFORMATION

If you do not want to use or have not set up a wallet account, you can enter the required information on this screen.

- Enter the **name, address** and **zip code** exactly as it appears on the credit card bill in the appropriate fields.
- Enter the **Credit Card Number, Card Code, Expiration Month** and **Year**.

At the bottom a summary of the payments you are making will display Lunch Payments, School Fees payments, all Service Charges and Total charges.

- You must check the **Terms of Use** box to process the payment.



- Click **View Cart** if you would like to view or edit the school fees being paid.

☒ I have read and I abide by the rules and regulations stated in the [Terms of Use](#) and [Privacy Policy](#).

**Payment Summary**

Lunch (\$1.95 Service Charge):	50.00 + 1.95 = \$51.95	Shopping Cart [Empty] <a href="#">View Cart</a>
School Fees (\$1.95 Service Charge):	0.00 + 0.00 = \$0.00	
Total Credit Card Charges:	<b>\$51.95</b>	

[Make Payment](#)

- Click [Print Receipt](#) to process the payment.
  - It will give a confirmation message and also send an email if Send Notification is checked in Manage Profile.
- Click [Print Receipt](#) on the confirmation screen if you would like a printed copy.
- You can also print a receipt for any transaction from the Payment History page.

## 2.7 Recurring Payments

On this page you can schedule recurring payments on a monthly or weekly basis.

**NOTE:** A Wallet Account is required for recurring payments.

**Recurring Payments**

Recurring Payments will automatically transfer funds from your **Wallet** account to one or more student Lunch accounts.

**WARNING:** Payments can only be applied to VERIFIED students. If any student is scheduled for recurring payments and becomes un-verified or deleted, the recurring payment will be automatically unscheduled.

Wallet Account:

Payment Frequency:


Number of Payments:

**Lunch Payments**

Student Name	Amount
CAMDEN Stohl	<input type="text" value="10.00"/>

[Schedule Payments](#)

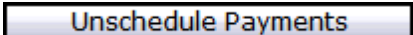
- Select the wallet account to be used from the **Wallet Account** dropdown list.

- Select **Monthly** (first of every month) or **Weekly** (every Monday morning) from the **Frequency** dropdown list.
- Enter the number of payments to be scheduled in the **Number of Payments** field.
- Click  to save.
  - You will get a message that tells you when the next payment will be made.



- The page refreshes. The **Wallet Account**, **Payment Frequency** and **Next Payment** will display with the parent's selections, as well as the **Student Name** and **Amount** of the recurring payment.
- The amount of payments remaining will display in the **Next Payment** field.

Wallet Account:	secu				
Payment Frequency:	WEEKLY (every Monday morning)				
Next Payment:	01/09/2012 (6 payments remaining)				
<b>Lunch Payments</b>					
<table><thead><tr><th>Student Name</th><th>Amount</th></tr></thead><tbody><tr><td>CAMDEN Stohl</td><td>10.00</td></tr></tbody></table>	Student Name	Amount	CAMDEN Stohl	10.00	
Student Name	Amount				
CAMDEN Stohl	10.00				
Total Lunch Payments (\$1.95 Service Charge): 10.00 + 1.95 = \$11.95					
					

- The total amount charged to the parent for each payment will display below the student name.
- To delete a scheduled payment, go to the Recurring Payments page, and click .

## 2.8 Manage Profile

Manage Profile is where the parent can change their password, email address and other account information.

**NOTE:** This information is used *ONLY* for managing LunchPrepay accounts; it is never shared with anyone else.



- Fill in the text fields and click **Update** to save the information.



**Why do we need name and address here since it is also listed with the credit card information?**

Name and address are required here in case we have to contact the parent about their account. The credit card information is *ONLY* used for processing payments. It is not available to the District Administrator or LunchPrepay support staff.

## 2.9 Manage Wallet

This feature is optional and allows the user to save credit card information so it does not need to be retyped every time a payment is made.

- On the Manage Wallet page, click **Add New Account**.

**Manage Wallet**

Nickname:

Account Type:

**Credit Card Information**

First Name:

Last Name:

Address1:

Address2:

City:

State:

Zip:

Card#:

Expiration Date:

- Enter a Nickname for this card in the **Nickname** text field. This is used to make it easy to tell which card is being selected.
- Select the Account Type from the **Account Type** dropdown list.
- Enter the **credit card billing name** and **address**, **card number** and **expiration date** in the appropriate text fields.
  - Verify it matches the credit card's billing information.
- Click **Save** when completed.

**Manage Wallet**

Lunchprepay.com accepts payments from Visa, MasterCard, American Express, and Discover. Save time making payments by storing account information in up to 5 secure *Wallet* accounts.

**Credit Cards**

Nickname	Card Ends With	Expiration	Type	Edit
Susan's Visa	1111	01/2014	VISA	<input type="button" value="Edit"/>
Jimmy's Visa	1111	01/2023	VISA	<input type="button" value="Edit"/>

- To set up another account, click **Add New Account**. Up to five accounts can be saved.
- To delete or change an account, click **Edit**.

## 2.10 Manage Students

Parents can **Add** or **Delete** students or modify student information in **Manage Students**. LunchPrepay will verify that the information provided is correct.

**Manage Students**

Student Number	Student Name	School	Verified	Edit
365	Jessica Randolph	Washington Elementary School	✓	<button>Edit</button>
366	Jason Randolph	Washington Elementary School	✓	<button>Edit</button>
123123	Jeremy Randolph	Washington Elementary School	✗	<button>Edit</button>

Add New Student



### Why do students need to be verified?

This is done to ensure that a *POS* account exists for this student and that the correct student gets credit for the payments.

## Add New Students

- Click **Add New Student**.

**Manage Students**

**Add New Student**

LPP School District assigns a unique 3 to 5 digit number to each student. This number can be found on your student's schedule or report card. If you are unable to obtain this number please contact your child's school.

Student Number:

First Name:

Last Name:

School:

Save Cancel

- Enter the **Student Number**, **First Name** and **Last Name** in the respective text fields and select the School from the **School** dropdown list.



- **Student Number** and the student's **Last Name** must match the school records exactly.



### Why do we require an exact match on last name and student number?

For security, we require that the parent provide at least these two pieces of information.

Then the verify feature can be used to fill in the first name and school. This makes the registration process easier if parents are not sure exactly how their child's first name is spelled in the school records, while still providing confidentiality.

- Click **Save** and it will search the database for a match.

Accept / Decline Student -- Webpag...  
http://test2.lunchprepay.com/ManageStudentChild.aspx  
**Verify Student**  
Student Number: 366  
First Name: JASON  
Last Name: Randolph  
School: Washington Elementary School  
Accept Decline Cancel Save  
http://test2.lunchprepay.com/M Internet

- If a match is found, click **Accept**. It will be verified immediately and the account will be ready to accept payments.
- If no match is found, the student cannot be instantly verified.
  - Verify the **Student Number** and **Last Name** are entered correctly
  - LunchPrepay will automatically attempt to verify the student when the auto-updates run.
  - If it is not verified with 24 hours, please refer to Verifying Students.

Accept / Decline Student -- Webpag...  
http://test2.lunchprepay.com/ManageStudentChild.aspx  
Student Number 123123 (Randolph, Jeremy) could not be instantly verified.  
Your school district will attempt to verify the information within the next 24 hours.  
You will not be able to apply payments to this student's account until he or she has been verified.  
Ok Cancel Save  
http://test2.lunchprepay.com/M Internet

## Edit Existing Students

**Manage Students**

Student Number	Student Name	School	Verified	Edit
1017	JESSICA RANDOLPH	Washington Elementary School	✓	<a href="#">Edit</a>
1220	JASON Randolph	Washington Elementary School	✓	<a href="#">Edit</a>
123123	Jeremy Randolph	Washington Elementary School	✗	<a href="#">Edit</a>

[Add New Student](#)

- Click the **Edit** button on that student's line.
- You will get a screen similar to the new student setup. Update the information and click **Save**.
- You can also **Delete** students on the Edit screen.
- If a Student Number needs to be changed on a student that is already verified, you will need to delete that student and add as a new student.

## 2.11 School Fees - User Page

A parent can select school fees to be paid in LunchPrepay.com in School Fees. Any LunchPrepay user can make payments for school fees associated with any site.

- A Verified Student is NOT required for school fee payments.

**School Fees**

**Shopping Home**

Welcome to the LunchPrepay.com School Fee payment service. Click the Add button to add items to your Shopping Cart. Payments for School Fees are processed from the [Make Payment](#) page. All School Fees for **LPP District** are available for purchase.

School:

Category:

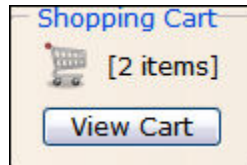
[Shopping Cart](#)

 [2 items]

[View Cart](#)

School Fee	School	Category	Price	Qty	
<b>AQUARIUM</b>	Washington Elementary	FIELD TRIP	\$8.00	<input type="text" value="1"/>	<a href="#">Add</a>
<b>LOST BOOK FEE</b>	Washington Elementary	LIBRARY	\$8.00	<input type="text" value="1"/>	<a href="#">Add</a>
<b>PIZZA NIGHT</b>	Washington Elementary	DRAMA	\$3.25	<input type="text" value="1"/>	<a href="#">Add</a>
<b>T SHIRT SMALL</b>	Washington Elementary	APPAREL	\$7.50	<input type="text" value="1"/>	<a href="#">Add</a>

- You can filter the list by selecting a **School** or **Category** from the dropdown lists.
- To purchase an item, click **Add**. You can purchase multiple quantities of the same item by adjusting the Qty.



- To view the selected item, click **View Cart**.

**School Fees**

**Shopping Cart**

Remove	School Fee	School	Student	Price
<input type="checkbox"/>	<b>FORT FISHER</b>	Adams Middle	CATALINA ▼	\$10.00
<input type="checkbox"/>	<b>SHIRT</b>	Adams Middle	N/A ▼	\$4.00

Update Cart    Make Payment    Continue Shopping    **total: \$14.00**

*Note: A dropdown menu is open for the 'Student' column of the 'SHIRT' row, showing options: N/A, CATALINA, JOHN, JUDITH.*

- On this screen, you can select a **Student** to associate with this **School Fee**. This is optional.
- You can also **Remove items** by checking the box. Click **Update Cart** to refresh the item list.
- Click **Continue Shopping** if you want to add more items.
- Click **Make Payment** to go to the payment screen.

## 2.12 Payment History - User Page

Payment History shows all the www.LunchPrepay.com payments made on this account since the beginning of the current school year.

Transaction Id	Confirmation Number	Transaction Date	Amount
71	126459789	08/12/2008	68.17
7	126459789	08/12/2008	10.30
67	126459789	08/06/2008	151.50
21	126459789	07/24/2008	6.83
20	126459789	07/24/2008	8.40
5	126459789	07/05/2008	9.99

- You can click on any **Transaction ID** to get a detailed report for that transaction.

LunchPrepay.com Transaction Statement

8/12/2008 2:40:08PM

Parent UserName: LPP Parent

Parent Name: Parent, Andy

District: LPP District

Transaction Id: 71

Transaction Date: 08/12/2008

Confirmation Number: 126459789

Payment Summary

Lunch Payments: 50.00

Service Charge: 1.50

School Fee Payments: 16.50

Service Charge: 0.17

Total: 68.17

Student	Description	Amount	Lunch Payment Applied
MICHAEL Randolph	LUNCH PAYMENT	50.00	N
MICHAEL Randolph	SCHOOL FEE - FORT FISHER	10.00	N/A
N/A	SCHOOL FEE - PIZZA NIGHT	3.25	N/A
N/A	SCHOOL FEE - PIZZA NIGHT	3.25	N/A

- The report shows all the **Lunch Payments** and **School Fees** paid with this transaction.
  - Lunch Payments will always be associated with a Student name.
  - If a Lunch Payment has not been applied to the student's cafeteria account yet, it will have **N** in the **Applied** column. It will be applied the next time the automatic system update runs.
  - School Fees will have a Student name if a student was selected in the Shopping Cart. They will always show **N/A** in the **Applied** column since they are not handled by the automatic update.

## 2.13 District Menu - User Page

This is a link to the School District's lunch calendar website.

- If the web address needs to be updated, please contact *Meals Plus* support.

## 2.14 Help/FAQ - User Page

Please see the FAQ [here](#).

## 2.15 Contact Us

Please See Contact Us [here](#).

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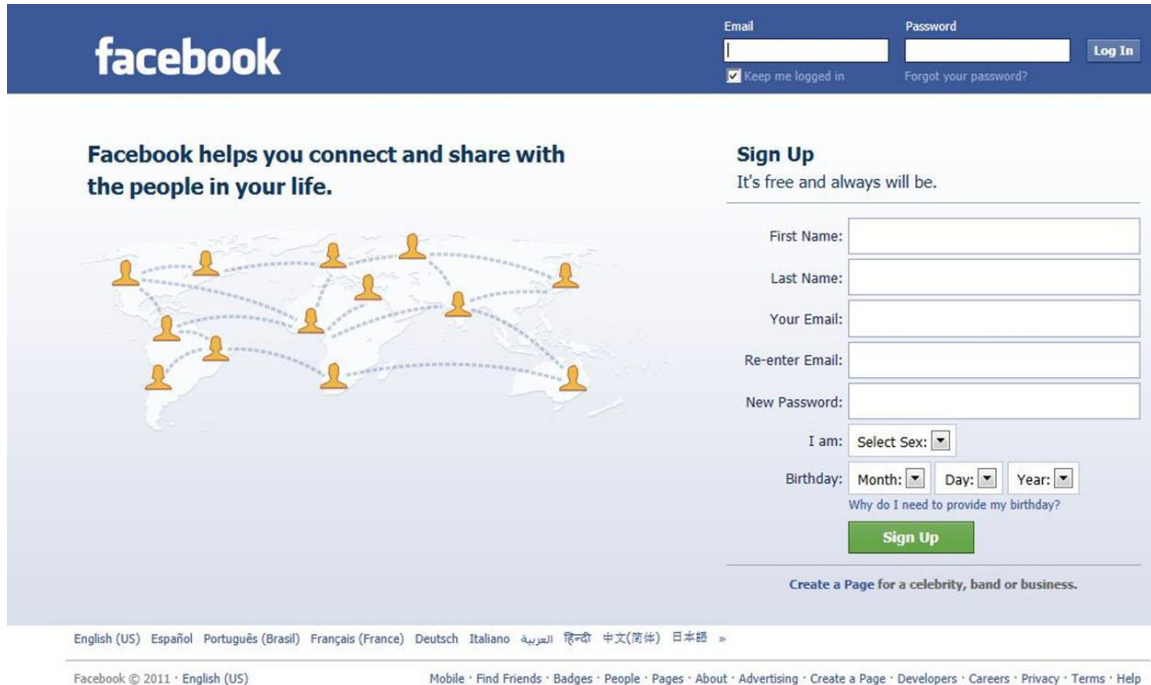
Welcome, 1



### 3.0 Appendix A: How to Access Your LunchPrePay Account on Facebook

**NOTE:** If you do not already have a LunchPrePay account, you will have to register on [www.lunchprepay.com](http://www.lunchprepay.com) first.

- Enter your log information for your Facebook Account at [www.facebook.com](http://www.facebook.com).



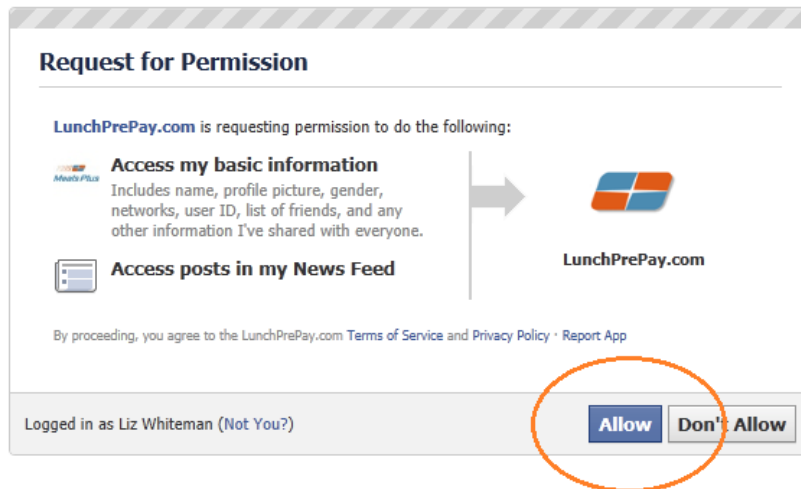
The screenshot shows the Facebook homepage. At the top, there is a blue navigation bar with the Facebook logo on the left and login fields on the right. The login fields include 'Email' and 'Password' text boxes, a 'Log In' button, and links for 'Keep me logged in' and 'Forgot your password?'. Below the navigation bar, the main content area is split. On the left, there is a section titled 'Facebook helps you connect and share with the people in your life.' featuring a world map with orange person icons connected by dotted lines. On the right, there is a 'Sign Up' section with the text 'It's free and always will be.' Below this text are several input fields: 'First Name', 'Last Name', 'Your Email', 'Re-enter Email', and 'New Password'. There are also dropdown menus for 'I am:' (with a 'Select Sex' label), 'Birthday:' (with 'Month', 'Day', and 'Year' dropdowns), and a 'Sign Up' button. At the bottom of the sign-up section, there is a link 'Create a Page for a celebrity, band or business.' The footer of the page contains a row of language links (English (US), Español, Português (Brasil), Français (France), Deutsch, Italiano, العربية, हिन्दी, 中文(简体), 日本語) and a row of site links (Facebook © 2011 · English (US), Mobile · Find Friends · Badges · People · Pages · About · Advertising · Create a Page · Developers · Careers · Privacy · Terms · Help).

- Enter LunchPrepay.com in the Search field to search for the LunchPrePay.com App

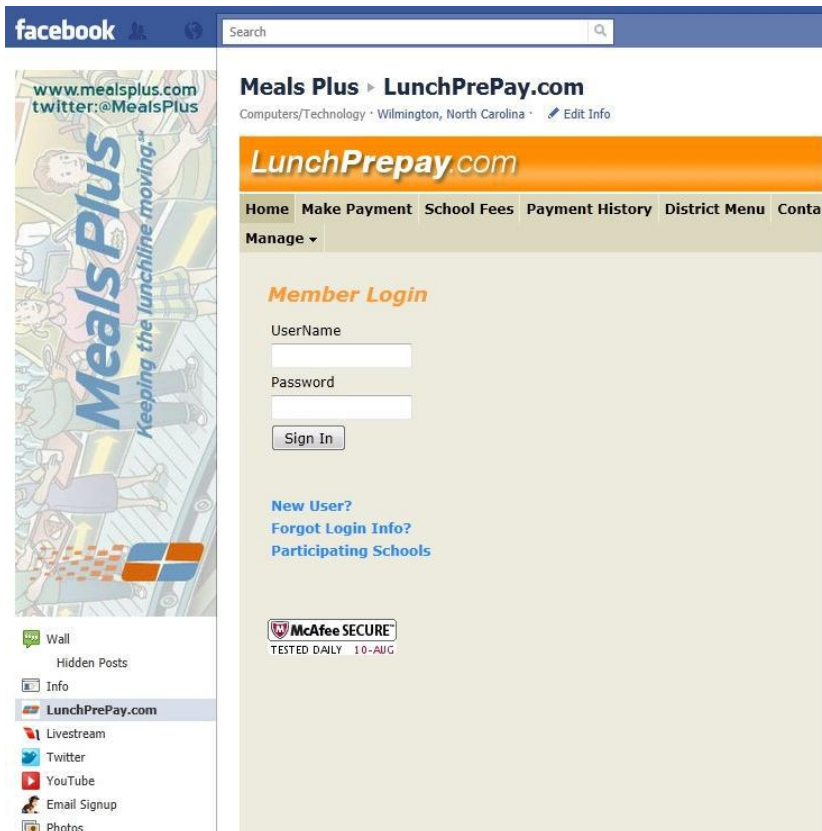


The screenshot shows the Facebook search interface. At the top, there is a blue navigation bar with the Facebook logo and icons for people, messages, and a globe. Below the navigation bar, there is a search bar with the text 'lun|' and a magnifying glass icon. Below the search bar, there is a section titled 'Apps' with a list of search results. The first result is 'LunchPrePay.com App', which has a blue and orange icon and the text 'LunchPrePay.com App'.

- When prompted, allow LunchPrePay access to your basic Facebook information (essentially your name and email address for validation purposes).



- LunchPrePay will launch within your Facebook Page. Enter your LunchPrePay **User Name** and **Password** in the text fields.
- Click **Sign In**.



- You now have access to all the same great information you are used to from LunchPrePay.com.

The screenshot shows the LunchPrepay.com website interface as it appears within a Facebook app. At the top is a blue Facebook header with the logo, navigation icons, and a search bar. Below this is the LunchPrepay.com orange header with the site name and a welcome message for a user named Adair. A navigation menu includes links for Home, Make Payment, School Fees, Payment History, District Menu, Contact Us, and a Manage dropdown. The main content area is titled 'Home' and displays information for New Hanover County Schools (910.254.4299). It features a table with student payment details:

Student Name	Balance	Last LPP Payment	Meal History	Verified
AIDAN [REDACTED]	\$0.00	\$0.61 On 06/10/2011	<a href="#">Meal History</a>	✓
KATHERINE [REDACTED]	\$0.00	\$2.61 On 06/10/2011	<a href="#">Meal History</a>	✓

Below the table, there is a 'School Fees!!' section explaining that LunchPrepay.com now offers payment processing for student school fees, with a link to begin shopping. It also states that there are currently 0 school fees available for purchase from New Hanover County Schools. To the right of this text is a 'Shopping Cart' section showing an empty cart with a 'View Cart' button. Further down is a 'System Notes & Messages' section. The first note, titled 'LunchPrepay.com Payments', states that payments can only be made to 'Verified' student accounts and provides instructions for handling 'Invalid Stu#' status. The second note, titled 'E-Mail Notifications', explains that if users are not receiving low balance notifications, it could be due to a spam blocker and lists two email addresses to add to a spam filter: NoReply@lunchprepay.com and ContactUs@lunchprepay.com. At the bottom of the page is a McAfee SECURE logo indicating the site was tested daily on 05-JULY.

The Facebook App is easy to use and secure, so you can be sure your information is safe. For more information, contact your local school district.